



Zendesk iOS SDK Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.3)

Name of Product/Version: Zendesk iOS SDK

Product Description: Default SDK screens that can be added to native mobile applications built by Zendesk clients to integrate their support Knowledge Base and ticketing system.

Date of Report: December 2019

Contact information: accessibility@zendesk.com

Notes: None

Evaluation Methods Used: Testing the Zendesk iOS SDK involved a combination of manual and functional testing on the iOS platform. Level Access (Level) comprehensively tested a selection of screens representative of the Zendesk iOS SDK using, among other methodology, the iOS screen reader VoiceOver and a color contrast tester to ensure visual information uses a compliant ratio between foregrounds and their backgrounds. Level also functionally tested typical user workflows with Android screen reader VoiceOver and iOS Magnification.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	Level A (Yes) Level AA (Yes) Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.X Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	iOS: Partially Supports	iOS: The Zendesk – iOS SDK application does not have a lot of non-text content. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> On the Help Center Knowledge Base Article screen, there is visually hidden content that can be accessed by a screen reader user.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	iOS: Supports	iOS: The Zendesk – iOS SDK application does not contain any audio-only or video-only (Prerecorded) content.
1.2.2 Captions (Prerecorded) (Level A)	iOS: Supports	iOS: No content requiring captions is present on the Zendesk – iOS SDK application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	iOS: Supports	iOS: Neither time-based media nor prerecorded video requiring audio description is present on the Zendesk – iOS SDK application.

<p>1.3.1 Info and Relationships (Level A)</p>	<p>iOS: Partially Supports</p>	<p>iOS: The Zendesk – iOS SDK application conveys most of the information, structure, and relationships by accessible methods. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • New chat messages displayed in the chat message area are not announced by the screen reader. • When announced by a screen reader, the Compose button has extra text included in its description. • The Remove button for attached images does not specify what it removes in its accessible name.
<p>1.3.2 Meaningful Sequence (Level A)</p>	<p>iOS: Partially Supports</p>	<p>iOS: Most of the content on the Zendesk – iOS SDK application presents content in a meaningful reading sequence. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • The content of the callout boxes in the Answer Bot message area receives focus out of order for screen reader users.
<p>1.3.3 Sensory Characteristics (Level A)</p>	<p>iOS: Supports</p>	<p>iOS: The Zendesk – iOS SDK application does not present information that solely relies on the sensory characteristics of components, such as shape, color, size, visual location, orientation, or sound.</p>
<p>1.4.1 Use of Color (Level A)</p>	<p>iOS: Partially Supports</p>	<p>iOS: The Zendesk – iOS SDK application presents certain information that uses color as the only visual means of conveying information. A rating of Partially Supports has been given for the following reasons:</p>

		<ul style="list-style-type: none"> In the application's article screens, the links embedded within the text are only indicated by a color change.
1.4.2 Audio Control (Level A)	iOS: Supports	iOS: No audio content that plays automatically is present on the Zendesk – iOS SDK application.
2.1.1 Keyboard (Level A)	iOS: Partially Supports	<p>iOS: Almost all the functionality of the Zendesk – iOS SDK application is operable through a keyboard interface. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> In the Answer Bot screens, the Answer Bot replies are read out twice when they receive focus by the screen reader. In the Answer Bot message area, the yes/no options to respond to "Did this article help to answer your question?" question do not receive focus separately for screen reader users. In the Answer Bot message area, the links in the suggested articles call out box do not receive focus separately by the screen readers' virtual cursor.
2.1.2 No Keyboard Trap (Level A)	iOS: Supports	iOS: No content in the Zendesk – iOS SDK application that receives keyboard focus contains a keyboard trap.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	iOS: Supports	iOS: The product meets requirement for use of character key shortcuts.
2.2.1 Timing Adjustable (Level A)	iOS: Supports	iOS: No tasks or content are present on the Zendesk – iOS SDK application that are time sensitive or require time adjustments.

2.2.2 Pause, Stop, Hide (Level A)	iOS: Supports	iOS: The Zendesk – iOS SDK application does not present any moving, blinking, scrolling, or auto-updating information or content.
2.3.1 Three Flashes or Below Threshold (Level A)	iOS: Supports	iOS: The Zendesk – iOS SDK application does not present any flashing content.
2.4.1 Bypass Blocks (Level A)	iOS: Supports	iOS: The product meets requirement for providing a mechanism to bypass blocks of content.
2.4.2 Page Titled (Level A)	iOS: Does Not Support	iOS: The Zendesk – iOS SDK application does not have titles for each of its screens. A rating of Does Not Support has been given for the following reason: <ul style="list-style-type: none"> When a screen loads, the screen’s title is not announced to assistive technology users.
2.4.3 Focus Order (Level A)	iOS: Partially Supports	iOS: The elements of the Zendesk – iOS SDK application screens can be navigated sequentially, and focusable components receive focus in an order that preserves meaning and operability. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> On the My Tickets screen the Zendesk footer logo link comes before the main screen content.
2.4.4 Link Purpose (In Context) (Level A)	iOS: Supports	iOS: Links in the Zendesk – iOS SDK application have descriptive link text that make the purpose of each link clear.
2.5.1 Pointer Gestures (Level A 2.1 only)	iOS: Supports	iOS: No features require multipoint or path-based gestures for operation.

2.5.2 Pointer Cancellation (Level A 2.1 only)	iOS: Supports	iOS: The product does not have functionality that requires device motion or user motion.
2.5.3 Label in Name (Level A 2.1 only)	iOS: Partially Supports	iOS: In some product functions, accessible names of controls do not contain the text of their visible labels or include the text of the visible label. <ul style="list-style-type: none"> • In the Contact Us email form, the labels of fields are one focus stop for screen reader users and the fields a separate focus stop, where they should be a unified focus stop. • The “Write a Message” fields for the Chat screens have multiple focus stops for screen reader users and each stop announces a different label where the actual field label does not match the visual label
2.5.4 Motion Actuation (Level A 2.1 only)	iOS: Supports	iOS: The product does not include functionality operated by device motion or user motion.
3.1.1 Language of Page (Level A)	iOS: Supports	iOS: The language is set on screens of the Zendesk – iOS SDK application.
3.2.1 On Focus (Level A)	iOS: Supports	iOS: None of the user interface components on the Zendesk – iOS SDK application that receive focus initiate a change of context.
3.2.2 On Input (Level A)	iOS: Supports	iOS: No component on the Zendesk – iOS SDK application automatically causes a change of context on user input, except where the user has been advised of that behavior.
3.3.1 Error Identification (Level A)	iOS: Partially Supports	iOS: the Zendesk – iOS SDK application presents input errors inline and ensures that they are described clearly to the user in text.

		<p>However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • A disabled Submit button is used to convey a form's error/not complete state. • On the Contact Us email form, the email field error is only conveyed through an error icon and does not have descriptive text to accompany it.
3.3.2 Labels or Instructions (Level A)	iOS: Partially Supports	<p>iOS: Labels or instructions are provided for most of the input fields. However, a rating of Partially Supports has been given for the following reason:</p> <ul style="list-style-type: none"> • The Contact Us screen is missing visible labels for the form fields.
4.1.1 Parsing (Level A)	iOS: Supports	<p>iOS: The code in the Android SDK was not able to be tested and has no known issues. Also, the app features do not exhibit broken code.</p>
4.1.2 Name, Role, Value (Level A)	iOS: Partially Supports	<p>iOS: For the most part, name, role, state, and value of the controls are exposed to assistive technology. However, a rating of Partially Supports has been given for the following reasons:</p> <ul style="list-style-type: none"> • There is visually hidden text "Was this article helpful?" that is accessible to screen reader users at the bottom of the Help Center Articles. • The links embedded in the Help Center Articles are not clickable or announced as "links". • On screens where there is an active attachment button, it does not convey to screen reader users the state of the open attachment panel.

		<ul style="list-style-type: none"> • The My Ticket list items are not announced to screen reader users as interactive elements. • The Ticket search results list items are not conveyed to screen reader users as interactive elements. • The buttons to remove images from the chat or email messages do not convey they remove images specifically to screen reader users. • The Chat header compose message buttons have additional text “possibly share” as part of the label announced by screen readers.
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	iOS: Supports	iOS: No live audio content requiring live captions is present on the Zendesk – iOS SDK application.
1.2.5 Audio Description (Prerecorded) (Level AA)	iOS: Supports	iOS: No prerecorded video content requiring audio description is present on the Zendesk – iOS SDK application.
1.3.4 Orientation (Level AA 2.1 only)	iOS: Supports	iOS: The Zendesk – iOS SDK application content does not restrict its view and operation to a single display orientation.

1.3.5 Identify Input Purpose (Level AA 2.1 only)	iOS: Not Applicable	iOS: Autocomplete is not applicable to the iOS SDK.
1.4.3 Contrast (Minimum) (Level AA)	iOS: Partially Supports	iOS: Most text and images of text on the Zendesk – iOS SDK application have a contrast ratio of at least 4.5:1 for normal text, or 3:1 for large text. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> • The color contrast between the foreground and background of some meaningful content does not meet the minimum ratio.
1.4.4 Resize text (Level AA)	iOS: Does Not Supports	iOS: The Zendesk – iOS SDK application interface content does not adapt up to the specific spacing requirements identified in WCAG 2.1 with no loss of content or functionality. The interface does not adapt to system text size changes.
1.4.5 Images of Text (Level AA)	iOS: Supports	iOS: Images of text do not exist in the app.
1.4.10 Reflow (Level AA 2.1 only)	iOS: Supports	Content of the iOS SDK can be presented without loss of information and functionality, and without requiring scrolling in two dimensions.
1.4.11 Non-text Contrast (Level AA 2.1 only)	iOS: Partially Supports	iOS: On the Zendesk – iOS SDK application, the visual presentation of non-text content most often has a contrast ratio of 3:1. However, a rating of Partially Supports has been given for the following reason: <ul style="list-style-type: none"> • There are some specific color combinations present in user interface components that do not provide sufficient contrast.
1.4.12 Text Spacing (Level AA 2.1 only)	iOS: Not Applicable	The iOS OS does not provide the functionality to override text spacing.

1.4.13 Content on Hover or Focus (Level AA 2.1 only)	iOS: Supports	iOS: The Zendesk – iOS SDK application does not have instances where content or widgets on screen are triggered by hover or focus and do not remain open as the pointer hovers over the new content
2.4.5 Multiple Ways (Level AA)	iOS: Not Applicable	iOS: This criterion does not apply to non-web software.
2.4.6 Headings and Labels (Level AA)	iOS: Supports	Headings and labels in the Zendesk – iOS SDK application are descriptive and unique.
2.4.7 Focus Visible (Level AA)	iOS: Supports	iOS: In those elements that can receive keyboard focus, focus is indicated visually.
3.1.2 Language of Parts (Level AA)	iOS: Supports	iOS: The human language of each passage or phrase in the content can be programmatically determined.
3.2.3 Consistent Navigation (Level AA)	iOS: Supports	iOS: Navigation is consistent throughout the Application.
3.2.4 Consistent Identification (Level AA)	iOS: Supports	iOS: Components that have the same functionality within the product are identified consistently.
3.3.3 Error Suggestion (Level AA)	iOS: Supports	iOS: Where input errors are automatically detected, such as invalid values in text inputs for slider controls, the value is corrected to the closest suggested value and the user is informed.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	iOS: Supports	iOS: The product does not process legal commitments or financial transactions. When editing files, changes to user-controllable data are reversible or can be confirmed before finalizing.
4.1.3 Status Messages (Level AA 2.1 only)	iOS: Supports	iOS: The iOS SDK is not implemented using markup language.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	iOS: Not Evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	iOS: Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	iOS: Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA)	iOS: Not Evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 only)	iOS: Not Evaluated	
1.4.6 Contrast Enhanced (Level AAA)	iOS: Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA)	iOS: Not Evaluated	
1.4.8 Visual Presentation (Level AAA)	iOS: Not Evaluated	
1.4.9 Images of Text (No Exception) Control (Level AAA)	iOS: Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	iOS: Not Evaluated	
2.2.3 No Timing (Level AAA)	iOS: Not Evaluated	
2.2.4 Interruptions (Level AAA)	iOS: Not Evaluated	
2.2.5 Re-authenticating (Level AAA)	iOS: Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	iOS: Not Evaluated	

2.3.2 Three Flashes (Level AAA)	iOS: Not Evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	iOS: Not Evaluated	
2.4.8 Location (Level AAA)	iOS: Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	iOS: Not Evaluated	
2.4.10 Section Headings (Level AAA)	iOS: Not Evaluated	
2.5.5 Target Size (Level AAA 2.1 only)	iOS: Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	iOS: Not Evaluated	
3.1.3 Unusual Words (Level AAA)	iOS: Not Evaluated	
3.1.4 Abbreviations (Level AAA)	iOS: Not Evaluated	
3.1.5 Reading Level (Level AAA)	iOS: Not Evaluated	
3.1.6 Pronunciation (Level AAA)	iOS: Not Evaluated	
3.2.5 Change on Request (Level AAA)	iOS: Not Evaluated	
3.3.5 Help (Level AAA)	iOS: Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA)	iOS: Not Evaluated	

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